Army Performance Improvement Criteria "APIC"

"Two-Minute Training" Module 1

APIC INTRODUCTION

- This APIC training module is designed to familiarize the staff with the basic principles, concepts, and processes of the Army Performance Improvement Criteria.

- The training has been designed in short "two minute" modules that allow the staff to learn weekly without interrupting the work schedule.

PURPOSE Of APIC

- The APIC is a management system and tool that helps organizations assess how they do business and identify opportunities for improvement.

- The use of APIC serves as a major Army leadership strategy to stimulate organizational learning, effective management, and ultimately ensuring stewardship of the public trust.

BACKGROUND

- The APIC is based on the Malcolm Baldrige Criteria for Performance Excellence, and is the strategic framework the Army has adopted for leading change and assessing performance as outlined in AR 5-1 Army Total Quality.

- In simple terms, APIC asks the organization 126 questions contained in 7 categories that leadership and staff answer related to how the organization operates.

APIC Goals

- The APIC criteria is designed to help organizations use an integrated approach to organizational performance management that results in:
  - Delivery of ever-improving value to customers
  - Improvement of overall organizational effectiveness and capabilities
  - Organizational and personal learning

APIC
7 Categories

- APIC criteria are outlined in 7 categories:
  1. Leadership
  2. Strategic Planning
  3. Customer and Market Focus
  4. Measurement, Analysis, and Knowledge Mgt
  5. Human Resources Focus
  6. Process Management
  7. Business Results

More Information about the Army Performance Improvement Criteria and the
“APIC” website can be found at:

http://www.hqda.army.mil/leadingchange/homepage.htm